



MO HealthNet Managed Care



Your
Guide to
Enrollment

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Welcome to MO HealthNet Managed Care

Inside this guide, there is information about the MO HealthNet Managed Care program. Managed Care is a way for you to get the health care services that you need. Please read the information in this guide and complete the steps for enrollment. If you have any questions visit MO HealthNet online at <http://dss.mo.gov/mhd/participants/mc/> or call the **MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627.**

Important Contact Information

MO HealthNet Managed Care Enrollment Helpline - 1-800-348-6627

Call for help with changing a health plan or finding a Primary Care Provider. The Enrollment Helpline is open from 7:00 A.M. to 6:00 P.M., Monday through Friday (except holidays).

MO HealthNet Participant Services Unit - 1-800-392-2161

Call for questions about eligibility, pharmacy, or premium payments.

MO HealthNet Health Plans - (see page 6 for phone numbers)

Call for help in finding a provider, questions on coverage or any unpaid medical bills.

Hearing or Speech Impaired

If you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Missouri

- **1-800-735-2466 (Voice)**
- **1-800-735-2966 (Text Phone)**

MO HealthNet Online

Visit <http://dss.mo.gov/mhd/participants/mc/> to subscribe for Managed Care updates. You can also get helpful resources, forms, and more information about Managed Care.



@DSS_Missouri



@MOSocialServices

Why am I enrolled in a health plan?

You have been automatically enrolled in a MO HealthNet Managed Care health plan to get health care services because you are in one of the eligibility groups below. A letter is included in this packet that gives you information on your new health plan and when services began.

The Managed Care eligibility groups are:

- MO HealthNet for Families
- Children in care and custody of the State
- Children receiving adoption subsidy
- Children's Health Insurance Program (CHIP)
- MO HealthNet for Kids
- MO HealthNet for Pregnant Women
- Show Me Healthy Babies

If you are not in one of these eligibility groups or have Medicare coverage, you cannot be in MO HealthNet Managed Care. You would get services from the MO HealthNet Fee-For-Service program.

If you change to an eligibility group not listed above or get Medicare coverage, your coverage in your MO HealthNet Managed Care health plan will stop.

Do I have to be in Managed Care?

You may choose to be in the MO HealthNet Fee-For-Service program instead of the Managed Care program (known as opting-out) if you:

- Are eligible for Supplemental Security Income (SSI) benefits,
- Meet the SSI medical disability definition,
- Are a child with special health care needs,
- Are disabled and 18 or younger,
- Are receiving foster care or adoption assistance, or
- Are in foster care or out-of-home placement.

If you have questions, contact the **MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627**.

Do I have to pay a premium?

Based on your family's income and family size, your family may need to pay a monthly premium. The letter you received from the Family Support Division about your eligibility should have told you if you need to pay a premium. If you have any questions about premiums, call MO HealthNet Participant Services at 1-800-392-2161.

Adopted, in foster care, or in care and custody of the state

If your MO HealthNet child is receiving adoption subsidy, is in foster care, or in care and custody of the state, you do not have to pay a premium for your child's health care services.

American Indian/Native Alaskan tribe members

If your child is a member of a federally-recognized American Indian or Native Alaskan tribe, you do not have to pay a premium for your child's health care coverage. You must provide proof of membership to not pay a premium. Send a copy of the proof of your child's tribal membership and your child's MO HealthNet identification card to MO HealthNet Constituent Services by mail, fax, or email. Proof of membership can be a copy of a tribal membership card or letter issued by a tribe that is recognized by the United States Department of the Interior, Bureau of Indian Affairs.

- **Mail**
MO HealthNet Division
Constituent Services
P.O. Box 6500
Jefferson City, MO 65102-6500
- **Fax**
(573) 526-2471
- **Email**
Ask.MHD@dss.mo.gov



If you email your scanned records, use "Premium Payments" for the subject line.

☐ Step 1 Changing health plans

You were automatically enrolled into a MO HealthNet Managed Care health plan the day you were approved for MO HealthNet. You have the option to change to another health plan or stay with the health plan selected for you. If you would like to change your health plan, you may want to think about the doctors, providers, hospitals and clinics you use now. If that doctor is with one of the health plans, that plan may be a good match for you. You can have one health plan for the whole family or you can have a different health plan for each family member.

Health Plan	Contact Information
 Healthy Blue	Phone: 1-833-388-1407 www.healthybluemo.com
 UnitedHealthcare®	Phone: 1-866-292-0359 www.uhc.com
 home state health	Phone: 1-855-694-4663 www.homestatehealth.com/

How do I change health plans?

There are three ways you can change your health plan:



Online*:

<https://apps.dss.mo.gov/mhdOnlineEnroll/>



Phone*:

Call **1-800-348-6627**



Mail:

Complete and return the Health Plan Change Form and Health Risk Assessment in the pre-paid envelope included in this packet.

*If you change your health plan online or by phone, you must report any corrections to the **Family Support Division at 1-855-373-4636**.

Need help changing health plans?

If you need help choosing another health plan or want more information, please go <http://dss.mo.gov/mhd/participants/mc/>.

You can also call **1-800-348-6627** to get answers to your questions about each health plan like:

- Is my provider in the health plan network?
- Does the health plan have more services that would benefit me?

When can I change health plans?

When you were assigned a health plan, you got a letter in the mail with the date your coverage began. **You can change your health plan for any reason within 90 calendar days of that date.**

Example: Jane got a letter in the mail that shows she will start getting health care coverage on April 12, 2020. Jane has until July 11, 2020 to change health plans.

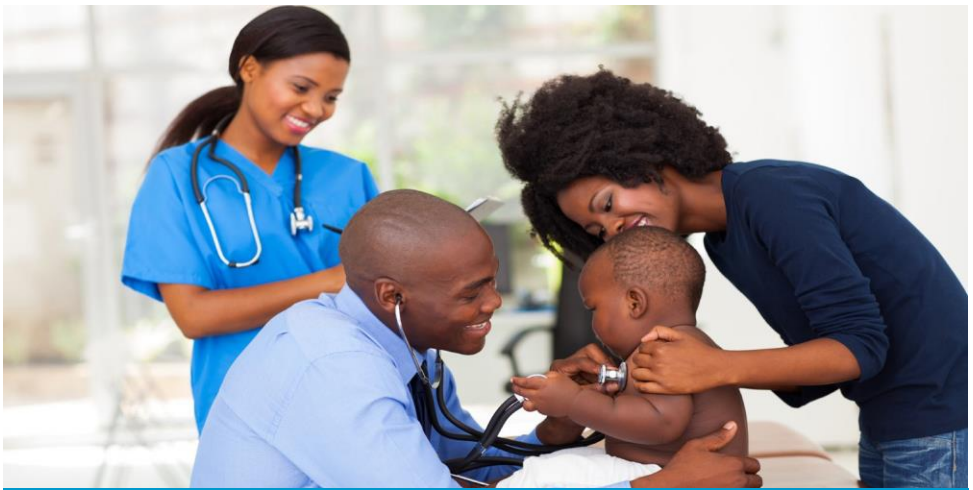
If you would like to change your health plan and it has been longer than 90 days, you can still request a change if you have “just cause,” such as:

- A grievance or appeal
- You or your child’s doctor is with a different health plan
- Your doctor is culturally insensitive and the health plan cannot fix the issue
- The enrollment broker or state agency makes a mistake during a previous assignment process
- You would like your whole family to be with the same health plan
- The state agency puts sanctions on a health plan for not following contract requirements
- Poor quality of care
- No covered health care services in your area
- No doctors in your area who are skilled in dealing with your health care needs
- The health plan does not cover services the member needs because of moral or religious reasons
- The child is receiving adoption subsidy or is in the state’s custody (foster care)

Adopted, in foster care, or in care and custody of the state

If your MO HealthNet child is receiving adoption subsidy, in foster care, or in care and custody of the state, you can change health plans whenever necessary. Foster parents usually decide which health plan the foster child will have, but sometimes the social services worker or courts will decide.

If you need help changing your health plan, please call the **MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627.**



☐ Step 2 Choose a Primary Care Provider

Your Primary Care Provider (PCP) is the doctor, nurse practitioner, or clinic you call when you need health care services, unless it is an emergency. You must choose a PCP that is with the same health plan you are enrolled in. If you have a chronic illness, special needs, or are pregnant, your PCP may be a specialist.

You can also choose a Federally Qualified Health Center (FQHC) as your PCP. FQHCs provide primary care and other core services such as: health care, preventive (wellness), behavioral health, immunizations (shots), home nurse visits, and other services.

Ask your current doctors, hospitals, or clinics (including FQHCs) if they are a MO HealthNet Managed Care provider. You can call your health plan or visit their website to search for a PCP or specialist (page 6).

Can I change my Primary Care Provider?

If you need to change your Primary Care Provider (PCP), you can do so by contacting your health plan directly. It is best to work with the health plan when making important changes so they can be updated in the system. Health plan contact information can be found on the back of your health plan ID card or on page 6 of this guide.



Step 3

Other Insurance

Do you have other insurance? If so, this is called Third Party Liability (TPL) insurance. The MO HealthNet Division needs this information to make sure your claims are paid correctly. There are two ways of providing this information by contacting:

- The **MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627**; or
- The **Family Support Division at 1-855-373-4636**.



Step 4

Health Risk Assessment

The Health Risk Assessment form(s) is included in the assignment packet. Please fill out the form for each person in your household. The answers to the health questions will help your MO HealthNet Managed Care health plan understand your health care needs. Return the Health Risk Assessment with your Health Plan Change form in the pre-paid envelope. If you are requesting to change health plans online or by phone, you do not need to complete and return this form.

Step 5 Once enrolled

You should have received an assignment letter in the mail with this guide about your assigned MO HealthNet Managed Care health plan and the date your services began. Your MO HealthNet Managed Care health plan will mail you a member packet that will contain your new ID card and member handbook. When receiving services, present this card along with your MO HealthNet ID card. Samples of the ID cards are below.

Healthy Blue

Healthy Blue

Member ID #: _____
 DCN #: _____

PCP Name: _____
 Telephone #: _____

Effective Date: _____
 Date of Birth: _____

Healthy Blue

Important Contact Information:

Member Services: 833-388-1407
 24/7 Member Help Line: 833-388-1407
 24/7 Behavioral Health Crisis: 833-456-8888
 Dental Services: 833-456-8888
 Vision Services: 833-456-8888
 Pharmacy Services: 833-456-8888
 Care Management: 833-456-8888

Use this card by any person other than the member in hand. To report suspected fraud and abuse issues, call 833-388-1407.

United Healthcare

UnitedHealthcare Community Plan

Health Plan (80840)

Member ID: 000000001 Group Number: MOHNET

Member: NEW M ENGLISH Payer ID: 99999999

DCN #: 99999999

PCP Name: DOUGLAS GETWELL

PCP Phone: (717)851-6816

UnitedHealthcare Community Plan of Missouri
 Administered by UnitedHealthcare of the Midwest, Inc.

In case of emergency call 911 or go to nearest emergency room.

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website www.MOHC.com/CommunityPlan or call:

For Providers: 855-934-9818
 For Providers: 855-934-9818
 For Providers: 855-934-9818

Dental Providers: 855-934-9818
 Medical and BH Claims: PO Box 5240, Kingston, NY, 12402-5240

Transportation: 866-292-0359 Pharmacy: 800-362-2161 or 573-761-6527

Home State Health

home state health.

Name: _____
 MO HealthNet ID #: _____
 PCP Name: _____
 PCP Address: _____

PCP Phone #: _____

If you have an emergency, call 911 or go to the nearest emergency room (ER). You do not have to contact Home State for an stay before you get emergency services. If you are not sure whether you need to go to the ER, call your PCP or Nurse Advice Line at 1-855-584-4569 (TDD) 1-877-255-6113. Relay 711.

home state health.

Nombre: _____
 ID de MO HealthNet: _____
 Nombre del PCP: _____
 Dirección del PCP: _____

Núm. telefónico del PCP: _____

Si tiene una emergencia, llame al 911 o vaya a sala de emergencia más cercana. No tiene que comunicarse con Home State para autorización antes de obtener servicios de emergencia. Si no está seguro de si necesita ir a la sala de emergencia, llame a su PCP o a Nurse Advice Line al 1-855-584-4569 (TDD) 1-877-255-6113. Servicio de interpretación 711.

MO HealthNet

MO HealthNet
 Department of Social Services

MoHealthNet

Date of Birth: _____
 MO HealthNet ID #: _____

USE BY ANYONE WHOSE NAME IS NOT PRINTED ON THIS CARD IS FRAUDULENT AND SUBJECT TO PROSECUTION UNDER THE LAW

You must present this card each time you get medical services.
 Some services may not be covered by MO HealthNet and you may have to pay for services that are not covered. For more information, go to <http://www.dss.mo.gov/mhnd/participants/index.htm>

Par pan queries 1 800-392-2161 OR 1-573-751-6527
 Wt , Fr , and Abuse 1 800-392-2161 OR 1-573-751-6527

Possession of this card does not certify eligibility or guarantee benefits.
 • Restriction of services is specified in the Rules and Regulations of the Family Support Division or the MO HealthNet Division.
 • The holder of this card has made an assignment of rights to the Department of Social Services for payment of medical care from a third-party.



What benefits are covered?

As a member of the MO HealthNet Managed Care program, you will receive benefits through a MO HealthNet Managed Care health plan. Services marked with the * symbol on the next page are limited based on your eligibility group or age. Some services need prior approval before getting them. Some services not covered by your MO HealthNet Managed Care health plan are covered by the MO HealthNet Fee-For-Service program using MO HealthNet approved providers. Please work with your health care provider to determine if the specific service you need is covered. You may contact your health plan to find a PCP. All three health plans offer these same benefits.

Once enrolled with a MO HealthNet Managed Care health plan, the health plan will send you a member handbook that will have information about your benefits. Please read it carefully and keep it in a safe place. If you have questions about your health plan's guidelines, call your health plan or visit their website listed on page 6 of this guide.

List of benefits

- 24-hour access by phone
- Ambulance
- Ambulatory surgical center and birthing centers
- *Asthma
- Behavioral health and Substance Use Disorders (including emergency)
- *Chiropractic Services
- *Complementary Health and Alternative Therapy for Chronic Pain Management Services
- *Comprehensive Day Rehab (recovery from serious head injury)
- *Diabetes education and self-management training
- *Diabetes Prevention Program (DPP) Services
- *Dental services
- *Durable Medical Equipment (DME)
- Emergency medical and post-stabilization services
- Family planning services
- Healthy Children and Youth (HCY) services, also called Early, Periodic Screening, Diagnosis, and Treatment (EPSDT). Examples include:
 - Physical exams
 - Immunizations (shots)
 - Testing lead levels in blood
- *Hearing aids and related services
- *Home health services
- *Hospice (if you are in the last 6 months of life)
- Inpatient/outpatient services
- Laboratory tests and x-rays
- Maternity services
- Personal care
- **Pharmacy
- Preventative care, including:
 - Well checks
 - Mammograms
 - Cancer Screenings
- *Podiatry (medical services for your feet)
- Primary Care Provider (PCP) services
- Specialty care (with PCP referral)
- *Therapy Services (physical, occupational, and speech)
- Tobacco Cessation Counseling

(continued on next page)

List of benefits

- Transplant related services
- *Transportation to medical appointments
- Treat No Transport (TNT) Services
- Services provided by the local health department, including:
 - Immunizations (shots)
 - Screening, diagnosis and treatment of sexually transmitted diseases, HIV, tuberculosis and lead poisoning
- *Vision

**benefits that are limited based on your eligibility group or age.*

***benefits are covered by MO HealthNet Fee-For-Service Program*

Additional information about your benefits

Address/Phone Number Change - If your address or phone number changes, call the **Family Support Division at 1-855-373-4636**, Monday through Friday, 7:30 A.M. to 5:30 P.M. You can also report a change online at <https://mydss.mo.gov/healthcare>.

Access to Care - Please be aware that your health plan must make providers available close to where you live. The health plan must provide urgent care within 24 hours for physical or behavioral health illnesses, for routine care if you have symptoms within five business days, and routine check-ups within 30 calendar days. There are special requirements for maternity care. Check your member handbook under 'Access to Care' for more details.

Grievance or Appeal - To make a grievance or appeal, call or write to your MO HealthNet Managed Care health plan.

Identification (ID) Cards - MO HealthNet Managed Care members will receive a MO HealthNet ID card and a Managed Care health plan ID card. Always carry both cards with you and show them every time you get care. If you lose your MO HealthNet ID card, call the **Family Support Division at 1-855-373-4636**. If you lose your Managed Care health plan card, call your health plan.

New Baby - If you have a new baby, you must call the **Family Support Division at 1-855-373-4636** to let them know.

Pharmacy Dispensing Fee - Members age 19 and older must pay a dispensing fee for each prescription. You will not pay a dispensing fee when the medicine is for an emergency, family planning, a foster child, EPSDT/HCY services, or a pregnancy related reason. If you cannot pay the dispensing fee, you will still be able to get your prescription; however, you will still owe the fee and should pay it like your other bills.

Release for Moral or Religious Reasons - Your MO HealthNet Managed Care health plan may not provide or pay for a service for moral or religious reasons. If so, your health plan will let you know how and where else to get the service.

Sick Child - If your child gets sick, you should call your PCP first unless it is an emergency. If it is an emergency, call 911 or go to the nearest emergency room, even if it is not in your health plan network.

Specialist - If you need a specialist, your PCP should refer you.



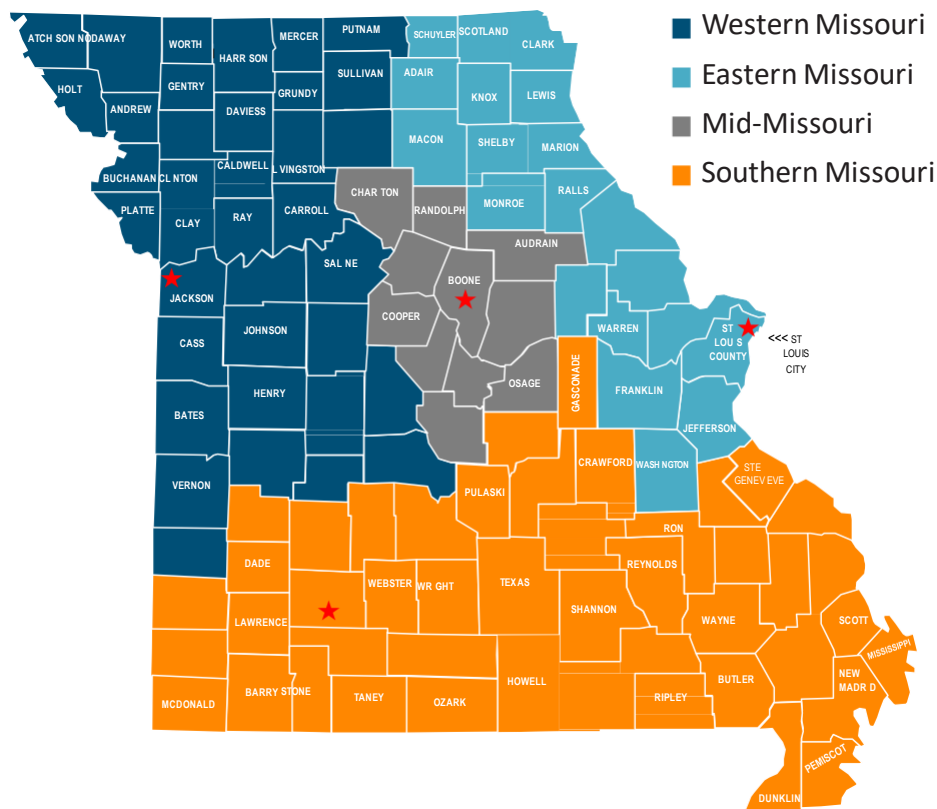
Need help with MO HealthNet Managed Care?

Advocates for Family Health is an ombudsman service. An ombudsman is a problem solver who can advise and help you. Advocates for Family Health can help you if:

- You need help understanding your rights and benefits under MO HealthNet Managed Care.
- You feel your rights to health care are being denied.
- You are not able to solve the problem by talking to a nurse, PCP or your MO HealthNet Managed Care health plan.
- You need to talk to someone outside of your MO HealthNet Managed Care health plan.
- You are not sure how to make a grievance or you need help filing.
- You need help when appealing a decision by your MO HealthNet Managed Care health plan.
- You need help requesting a State Fair Hearing.

You can get legal help at no cost to you by contacting the legal aid office for your county. For help, call or write to the Advocates for Family Health office for your county (page 15).

Advocates for Family Health



Legal Aid of Western Missouri

4001 Blue Parkway, Suite 300
Kansas City, MO 64130
Phone: 816-474-6750
Toll free: 866-897-0947
Fax: 816-474-9751

Mid-Missouri Legal Services

1201 W. Broadway
Columbia, MO 65203
Phone: 573-442-0116
Toll free: 800-568-4931
Fax: 573-875-0173

Legal Services of Southern Missouri

809 North Campbell
Springfield, MO 65802
Phone: 417-881-1397
Toll free: 800-444-4863
Fax: 417-881-2159

Legal Services of Eastern Missouri

4232 Forest Park Avenue
St. Louis, MO 63108
Phone: 314-534-4200
Toll free: 800-444-0514 ext. 1251
Fax: 314-534-1028

What are my rights?

As a MO HealthNet Managed Care health plan member, you have certain rights that protect the quality of care you receive from your health plan. You have the right to:

- Be treated with respect and dignity
- Receive needed medical services
- Privacy and confidentiality (including minors) subject to state and federal laws
- Select your own PCP
- Refuse treatment
- Receive information about your health care and treatment options
- Participate in decision-making about your health care
- Have access to your medical records and to request changes
- Have someone act on your behalf if you are unable to do so
- Be free of restraint or seclusion from a provider who wants to:
 - Make you do something you should not do
 - Punish you
 - Get back at you
 - Make things easier for him or her
- Be free to exercise these rights without retaliation
- Receive one copy of your medical records once a year at no cost





What are my responsibilities?

As a MO HealthNet Managed Care health plan member, you also have certain responsibilities:

- Be knowledgeable about your medical coverage
- Obtain routine and ongoing care from your provider in an office setting
- Contact your PCP first when needing medical care
- Only use the emergency room in an emergency
- Make and keep appointments, or call ahead to cancel
- To carry your current MO HealthNet ID Card and your MO HealthNet Managed Care health plan card at all times and present them when getting medical care
- Keeping MO HealthNet up to date with any important life changes by reporting the following to the **Family Support Division at 1-855-373-4636**:
 - the birth of a baby
 - a change in your income
 - a new address
 - a new telephone number

Non discrimination notice

The MO HealthNet Division complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. MHD does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

The MO HealthNet Division :

- Provides aids and services to people with disabilities at no cost, to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides language services at no cost, to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need a qualified interpreter, written information in other formats, translation or other services, call the **MO HealthNet Managed Care Enrollment Helpline at 1-800-348-6627**.

If you believe that MHD has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with our Missouri DSS Office for Civil Rights at (800) 776-8014; or (866) 735-2460 (Voice); (800) 735-2966 (Text). Complaints may also be filed by writing to: Missouri DSS Office for Civil Rights, P.O. Box 1527, Jefferson City, MO 65102-1527.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (TDD).

Complaint forms are available at:

<http://www.hhs.gov/ocr/office/file/index.html>

English - **ATTENTION:** If you speak English, language assistance services, at no cost, are available to you. Call **1-800-348-6627**.

Spanish - **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-348-6627**.

Chinese - **注意：**如果您使用中文，您可以免費獲得語言援助服務。請致電**1-800-348-6627**。

Vietnamese - **CHÚ Ý:** Nếu bạn nói tiếng Việt, dịch vụ hỗ trợ ngôn ngữ miễn phí có sẵn dành cho bạn. Hãy gọi số **1-800-348-6627**.

Croatian - **NAPOMENA:** Ako govorite hrvatski, dostupna Vam je besplatna podrška na Vašem jeziku. Nazovite **1-800-348-6627**.

Serbian - **NAPOMENA:** Ako govorite srpski jezik, besplatno su vam dostupne usluge jezičke pomoći. Pozovite **1-800-348-6627**.

German - **ACHTUNG:** Wenn Sie Deutsch sprechen, stehen für Sie kostenlos Sprachassistenzen zur Verfügung. Wählen Sie die Rufnummer **1-800-348-6627**.

Arabic -

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك مجانًا. اتصل بالرقم **1-800-348-6627**.

Korean - **주목해 주세요:** 귀하의 언어가 <한국어>인 경우, 아래 번호에서 무료 언어 지원 서비스를 받으실 수 있습니다. **1-800-348-6627**번으로 전화하십시오.

Russian - **ВНИМАНИЕ!** Если Вы говорите по-русски, то можете бесплатно воспользоваться услугами языкового сопровождения. Звоните по номеру **1-800-348-6627**.

French - **REMARQUE:** Si vous parlez français, des services d'interprétation sont disponibles gratuitement. **Appelez le 1-800-348-6627.**

Tagalog - **PAUNAWA:** Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo ng tulong sa wika nang walang gastos. Tumawag sa **1-800-348-6627**.

Dutch - **LET OP:** Als u Nederlands spreekt, is gratis taalbegeleiding voor u beschikbaar. Bel **1-800-348-6627**.

Persian (Farsi) -

توجه: اگر به زبان فارسی صحبت می کنید، سرویس های دستیار زبان به صورت رایگان در دسترس شما هستند. با شماره **1-800-348-6627** تماس بگیرید.

Oromo - HUBACHIISA: Afaan Oromo kan dubbattan yoo ta'e, tajaajilliwwan deeggarsa afaanii, kaffaltii irraa bilisa ta'an, isiniif ni jiraatu **1-800-348-6627** bilbilaa.

Portuguese - ATENÇÃO: Se fala português, tem ao seu dispor serviços linguísticos gratuitos. Ligue para o número **1-800-348-6627**.

Amharic - ማሳሰቢያ:- አማርኛ የሚናገሩ ከሆነ፣ የቋንቋ እገዛ ወይም የትርጉሚያን አገልግሎት በነፃ ያገኛሉ። ወደ **1-800-348-6627** ይደውሉ።

